

WORKFORCE DEVELOPMENT SPECIALIST

GS-0301-09

I. INTRODUCTION

This position is located in the U. S. Department of Labor (DOL), Employment and Training Administration (ETA). ETA provides Federal grants and technical assistance to State and local levels who provide workforce development services to various adult and youth populations. This developmental position performs rotational workforce development assignments to increase knowledge and understanding of related and interrelated programs as preparation for a front-line position in an ETA core occupational specialty.

II. MAJOR DUTIES AND RESPONSIBILITIES

Duties include a combination of assignments from the following functional areas which will support the ETA component to which assigned and fully prepare the incumbent for permanent assignment.

Contracts and Grant Administration

Assists with portions of parts of the contract or grant cycle (*e.g.*, requests for proposals, review of proposals, awarding of contracts or grants, contract or grant modifications, monitoring, closeout).

Technical Assistance/Consultative Services

Assists in developing and providing training to partners; helps to identify and communicate best practices; assists with the development of technical manuals, handbooks, desk aids, and other guidance; responds to inquiries from customers, partners, Congressional offices, etc.; participates in issue-focused meetings and conferences; helps team members to ensure compliance with Federal law, regulations and policy.

Investigation and Audit

Assists with investigations and evaluations of complaints; helps team members audit costs and payments; assists in the recovery of disallowances; assists with closeout activities to ensure accountability for organizational resources.

Coordination, Facilitation and Marketing

Interacts with people and groups within and outside ETA to learn to establish good customer relations and partnerships; interprets Federal guidelines to provide sound, precise, and concise information; utilizes the electronic bulletin board and the Internet to collect, analyze, and disseminate information as requested; assists in arranging and participating in roundtables, fora, and peer-to-peer meetings.

Research and Analysis

Collects, organizes, analyzes, and reports data and findings to assist in improving the agency and the operation of its programs. Assignments may relate to monitoring activities at State and local levels to assure regulatory compliance and use of best practices, pilot and demonstration projects, program performance data, and other specific areas of ETA program operations.

Policy Development

Assists in the identification of issues to be addressed by policy; assists with drafts of position papers; helps to formulate budget information and requests.

Infrastructure and Support Systems

Assists with the design, maintenance, and/or use of various information, communication and support systems both within and outside ETA: electronic mail, Internet home pages, data bases, reporting systems, administrative services, profiling systems, labor market information systems, and one-stop service delivery system.

Performance Management and Accountability

Supports ETA's mission to ensure that grantees meet program performance requirements and provide the highest level of service to customers. Assists with the identification, development and maintenance of performance standards and supports program improvement by helping to identify and refine program outcomes.

III. FACTOR LEVELS

Factor 1 – Knowledge Required by the Position

FL 1-6

950 pts.

Basic knowledge of the agency's program structure and the employment and training delivery system to perform recurring assignments in one or more organizational components.

Ability to communicate effectively verbally and in writing to convey information in a clear, succinct, and organized manner in order to make clear and convincing oral and written presentations. Ability to relate well to people inside and outside the organization and to operate in a team environment. Ability to adapt and work effectively with a variety of situations, individuals, or groups; to understand and appreciate different and opposing perspectives; to rise to the challenge of unfamiliar tasks; and to adapt approaches to the requirements of a situation change.

Ability to assess and weigh information in a logical and analytical manner to identify trends and relationships among issues, to weigh options critically through use of a variety of information sources and to provide written or verbal rationale and results of analysis.

Skill in using a personal computer, and associated software and hardware in a LAN environment to produce documents, charts, and graphics, to send and receive electronic mail, and to research and communicate via Internet.

Factor 2 – Supervisory Controls

FL 2-3

275 pts.

The supervisor, team leader, or a senior specialist assigns specific projects. The incumbent plans, coordinates, and performs the steps to complete the project. Completed work is reviewed by the supervisor for consistency as well as contribution to the overall project. Findings and

recommendations developed by the incumbent are reviewed by the supervisor. The supervisor may develop a performance management plan identifying office specific duties for the incumbent to perform.

Factor 3 – Guidelines

FL 3-3

275 pts.

The guidelines for this position are Federal law, Federal regulations, DOL and ETA policy and operations directives and issuances, State and local laws, historical precedent, legislative history, related rulings in legal proceedings, professional literature, and sound research practices, principles, and methodology. Procedural guidelines are not always applicable to specific project assignments; therefore, the incumbent must use judgment in selecting or adapting guides.

Factor 4 – Complexity

FL 4-3

150 pts.

The work involves many different and unrelated processes which must be analyzed before a course of action may be decided. Initial analysis of the situation(s) involve several interrelated conditions and/or elements. The incumbent assesses the processes and conditions present, then selects an appropriate course of action. Findings and/or recommendations generally relate to the more routine aspects of the work of the organization.

Factor 5 – Scope and Effect

FL 5-3

150 pts.

The incumbent individually and in concert with other specialists analyzes and resolves problems in connection with assigned projects. The results of the work materially impact the effectiveness and efficiency of internal operations, the effective accomplishment of ETA work, and the efficient delivery of services to recipients of ETA products and services.

Factors 6/7 – Personal Contacts/Purpose of Contacts Level 2.c. 145 pts.

The incumbent has regular and recurring contacts with analysts and specialists within the target activity, with key officials and staff members within ETA, with regional offices and with customers serviced by the ETA organizational component. Contacts generally involve different functions and kinds of work from that of the incumbent. The incumbent engages in direct communications with these contacts to a) resolve mutual problems, b) interpret and communicate policies and regulations, c) suggest program improvements, d) disseminate information, and e) explain program requirements.

Factor 8 – Physical Demands

FL 8-1

5 pts.

The work is sedentary , although some slight physical effort may be required.

Factor 9 – Work Environment

FL 9-1

5 pts.

The work is performed in an adequately lighted and climate controlled office. Occasional travel by any means of government or public transportation may be required.

TOTAL = 1955 pts.

IV. UNIQUE POSITION RESPONSIBILITIES

The assignment will be to one of the following organizations or their subdivisions, including regional offices:

- Office of Youth Services (OYS)
- Office of Adult Services (OAS)
- Office of Apprenticeship Training, Employer and Labor Services (ATELS)
- Office of Workforce Security (OWS)
- Office of Policy and Research (OPR)